

1. Question: What are the specifications of telephonic and computer equipment required to accept transferred calls?

Answer:

A. Software

- i. Cisco AnyConnect (State Documentation Provided for Download)
- ii. Chrome or IE Web Browser 11 Java 7, Security Internet Trusted Sites, and Compatibility View settings
 - a. Java 7 Update 55 is the highest successfully tested version with Worker Portal Document viewing.

B. Hardware

- i. Send Specs to AHCT IT to verify your Infrastructure

C. Preferred

- i. Any iOS/AMD/Intel/Win 7 or greater – Chip and OS should work fine; Vista or older iOS or older laptops below 2.5ghz Dual Core and 4GB RAM might have latency and refresh rates issues. 8GB RAM (4GB RAM will run but you may have slower refresh rates on the Consumer Portal)

D. WiFi Access and Strength

- i. Your Wi-Fi or Ethernet strength does not recommend a certain speed or bandwidth range; just know if it is too slow, you may time out or have slow page uploads.
 - a. The following URL's can give you a good idea what type of signal and bandwidth and the speed of your Download/Upload capabilities:
<http://speedtest.comcast.net/> or <http://www.speedtest.net/>
- ii. WiFi must not be shared, open, or unsecured. The Worker Portal will not function using VPN.

2. Question: What is the expected volume of calls that will be sent to each Lead Agency and how are the calls divided by Lead Agency?

Answer: The average amount of calls a Lead Agency could receive in a day is 200 -250 calls. Every effort is made to route calls equally to each Lead Agency.

3. Question: How will Brokers be paid for their services, considering one carrier has filed zero commissions for on-exchange business for 2017; and the other two (2) carriers have not yet announced if they will pay commissions?

Answer: Access Health does not pay commissions to Brokers. At this time the Connecticut Insurance Department ("CID") is reviewing the commission structure and commission policy with each carrier offering qualified health plans on Access Health CT's marketplace. Rates for 2017 have not been approved by CID. Brokers should check with each carrier regarding commissions for 2017.

- 4. Question: Assuming commissions will be paid in 2017, will commission disputes be resolved by an Independent 3rd Party, considering there have been numerous commission payment issues that the Exchange, as the only authorized certifier of whom is to be paid commissions, has refused to address and resolve commission issues even when documentation is provided?**

Answer: Brokers must follow Access Health CT's procedures for becoming a consumer's Agent of Record in order to ensure payment by carriers offering broker commissions. Additionally, Brokers are encouraged to service their clients throughout the year, particularly during open enrollment, to ensure such Broker remains a consumer's Agent of Record. More information about the procedures for becoming a consumer's Agent of Record will be provided to each Lead Agency during training.

- 5. Question: Anthem has announced that it will discontinue all broker commissions for Marketplace business in 2017. While not announced, we feel it likely that ConnectiCare will at least reduce commissions for lead agency brokers. Is there any compensation arrangement contemplated by AHCT if broker commissions are eliminated or insufficient in 2017?**

Answer: Access Health does not pay commissions to Brokers. There are no plans to implement an alternative compensation arrangement if Broker commissions are eliminated or insufficient for 2017.

- 6. Question: Does AHCT plan to operate the New Britain and New Haven Storefronts and staff them with Brokers for the 2017 open enrollment period?**

Answer: Yes – Access Health CT plans to staff Brokers at the New Haven and New Britain Storefronts for the 2017 Open Enrollment period.

- 7. Question: Will there be a policy for replacement of existing brokers on consumer accounts handled through the call center/lead agency?**



Answer: When a consumer with an Agent of Record contacts Access Health CT's Call Center, the customer service representative will encourage the consumer to contact their Agent of Record. If a consumer requests to proceed with assistance without contacting their Agent of Record and such consumer is later transferred to a Lead Agency, the Broker handling the call must get the consumer's consent before completing the process to become the consumer's new Agent of Record.